



UNIVERSITY
OF WOLLONGONG
AUSTRALIA

SCIT

School of Computing and Information Technology

Faculty of Engineering & Information Sciences

Head of School Senior Professor Willy Susilo

EIS Central

Tel: (02) 4221 3491

CSIT114 System Analysis

Subject Outline

Autumn Session 2020

Consultation Times

Subject Coordinator / Wollongong Campus	Dr Guoxin Su
Telephone Number:	02 4221 8092
Email:	guoxin@uow.edu.au
Location:	3.227

Dr. Su's consultation times during session:

Day	Time
Monday	10:30am-12:30pm
Thursday	10:30am-12:30pm

Subject Coordinator / SWS Campus	Dr Lei Ye
Telephone Number:	02 4221 3793
Email:	lei@uow.edu.au
Location:	3.211

Dr. Ye's consultation times during session:

Day	Time
Monday	12:30 ~ 13:30 SWS
Thursday	13:30 ~ 15:30

Subject Organisation

Session:	Autumn Session 2020, Wollongong and South Western Sydney Campus
Credit Points	6 credit points
Contact hours per week:	2 hrs lecture, 2 hr lab
Lecture Times & Location:	http://www.uow.edu.au/student/timetables/index.html

Subject eLearning

The University uses the eLearning system Moodle to support all coursework subjects.

To access eLearning you must have a UOW user account name and password, and be enrolled in the subject. eLearning is accessed via SOLS (Student Online Service). Log on to SOLS and then click on the eLearning link in the menu column.

You can find guidelines to technology and software used for teaching at

<https://www.uow.edu.au/student/learning-co-op/technology-and-software/>

Students should check the subject's Moodle site regularly as important information, including **details of unavoidable changes in assessment requirements will be posted from time to time via Moodle space** <http://www.uow.edu.au/student/>. Any information posted to the web site is deemed to have been notified to all students.

Extraordinary Changes to the Subject Outline

In extraordinary circumstances the provisions stipulated in this Subject Outline may require amendment after the Subject Outline has been distributed. All students enrolled in the subject must be notified and have the opportunity to provide feedback in relation to the proposed amendment, prior to the amendment being finalised.

Learning Analytics

Data on student performance and engagement (such as Moodle and University Library usage, task marks, use of SOLS) will be available to the Subject Coordinator to assist in analysing student engagement, and to identify and recommend support to students who may be at risk of failure. If you have questions about the kinds of data the University uses, how we collect it, and how we protect your privacy in the use of this data, please refer to <https://www.uow.edu.au/about/privacy/index.html>

Subject Description

This subject provides an introduction to different techniques and technologies for understanding and specifying what a computer based information system should accomplish. It examines the complementary roles of systems analysts, clients and users in a system development life cycle. Students will learn different fact-finding techniques to elicit system requirements and how to develop business models, data and process models, and object models representing a system.

Students will also make use of a Computer Aided Software Engineering (CASE) tool to build those models that capture the specifications of a system.

Subject Learning Outcomes

On successful completion of this subject, students will be able to:

1. Analyse the complementary roles of different stakeholders including clients, users, and analysts in the development of computer based information systems.
2. Identify system requirements using different fact-finding techniques.
3. Perform analysis of computer-based information systems, and present a system description using different modelling approaches such as data and process models, business models, and object models.
4. Demonstrate an appreciation of CASE tools as an aid to systems modelling.
5. Work in a group to apply the knowledge and skills presented in this subject to typical system analysis scenarios

Recent Improvements

Subject Changes and Response to Student Feedback

The School is committed to continual improvement in teaching and learning and takes into consideration student feedback from many sources. These sources include direct student feedback to casual academics and lecturers, feedback through Student Services and the Faculty Central, and responses to the Subject Evaluation Surveys. This information is also used to inform comprehensive reviews of subjects and courses.

DESIGN - An enhanced description of the objective of this subject as well as its position in IT and computer science discipline is included.

SUBJECT CONTENT - More case studies and examples are provided in the lab classes to help students understand and use the IT concepts in this subject.

DIVERSITY AND INCLUSION - A greater focus has been put on creating inclusive learning environment for students. More encouragement has been given to students from different backgrounds to participate in the discussions and group work.

RESOURCE - Additional resources (e.g., free software tools) are provided on Moodle to aid students learning this subject.

Attendance Requirements

Student Workload

Students should note that UOW policy equates 1 credit point with 2 hours of study per week, including lectures and workshops/practicals, self-directed study and work no assessment tasks. For example, in a 6 credit point subject, a total of 12 hours of study per week is expected.

Minimum Attendance Requirements

Satisfactory attendance is deemed by the University, to be attendance at approximately 80% of the allocated contact hours.

Optional Attendance Statement

Attendance rolls will be kept for laboratories. If you are present for less than 80% and would have otherwise passed you need to apply for student academic consideration, otherwise a TF (technical fail) grade will be recorded. Students **MUST** attend their allocated workshop unless they have the written permission of the subject coordinator.

Method of Presentation

In order to maximize learning outcomes, it is strongly recommended that students attend all lectures and computer laboratories sessions.

This subject may have guest lectures. If the guest lecture is held during this session, UOW alumni working in the industry will provide short guest lectures covering:

Their personal and business background

Their approach to systems analysis

Current trends and experiences with projects

This is designed to supplement your learning outcomes and provide you with actual real-world industry examples.

Lecture Schedule

This is a guide to the weekly lecture topics however the delivery date of these topics may on occasion vary due to unforeseen circumstances, such as the availability of a guest lecturer or access to other resources.

Week Beginning (Monday)	Lecture Topics	Workshop/Laboratory	Textbook Chapters	Task Due
Week 1 (2 March)	Subject overview and introduction		1	
Week 2 (9 March)	Stakeholder analysis	Laboratory 1	Online chapter A	
Week 3 (16 March)	System development and project management	Laboratory 2	10, 11	
Week 4 (23 March)	System and bussiness requirement	Laboratory 3	2	Practical assignment 1
Week 5 (30 March)	Understanding users	Laboratory 4	3, 4, 5	Group project Part A
Week 6 (6 April)	Domain modelling	Laboratory 5	3, 4, 5	
13 April - 17 April - Mid Session Recess				Quiz in the lecture
Week 7 (20 April)	Mid-session quiz	Laboratory 6		
Week 8 (27 April)	System modelling I	Laboratory 7	3, 4, 5	Group project Part B
Week 9 (4 May)	System modelling II	Laboratory 8	3, 4, 5	
Week 10 (11 May)	Essentials of system design I	Laboratory 9	6, 7	
Week 11 (18 May)	Essentials of system design II	Laboratory 10	6, 7	Practical assignment 2
Week 12 (25 May)	Deploying the new system	Laboratory 11	14	
Week 13 (1 June)	Subject review			Group project Part

				C
STUDY RECESS - 8 - 12 JUNE				
EXAMS - 13 TO 25 JUNE				
CHECK SOLS FOR EXAM TIMETABLE				

UOW Grade Descriptors

GRADE	DESCRIPTOR
High Distinction(HD) 85-100%	<p>For performance that provides evidence of an outstanding level of attainment of the relevant subject learning outcomes, demonstrating the attributes of a distinction grade plus (as applicable) one or more of the following:</p> <ul style="list-style-type: none"> • consistent evidence of deep and critical understanding • substantial originality and insight in identifying, generating and communicating competing arguments, perspectives or problem-solving approaches • critical evaluation of problems, their solutions and their implications • use of quantitative analysis of data as the basis for deep and thoughtful judgments, drawing insightful, carefully qualified conclusions from this work • creativity in application as appropriate to the discipline • eloquent and sophisticated communication of information and ideas in terms of the conventions of the discipline • consistent application of appropriate skills, techniques and methods with outstanding levels of precision and accuracy • all or almost all answers correct, very few or none incorrect
Distinction (D) 75-84%	<p>For performance that provides evidence of a superior level of attainment of the relevant subject learning outcomes, demonstrating the attributes of a credit grade plus (as applicable) one or more of the following:</p> <ul style="list-style-type: none"> • evidence of integration and evaluation of critical ideas, principles, concepts and/or theories • distinctive insight and ability in applying relevant skills, techniques, methods and/or concepts • demonstration of frequent originality in defining and analysing issues or problems and providing solutions • fluent and thorough communication of information and ideas in terms of the conventions of the discipline • frequent application of appropriate skills, techniques and methods with superior levels of precision and accuracy • most answers correct, few incorrect
Credit (C) 65-74%	<p>For performance that provides evidence of a high level of attainment of the relevant subject learning outcomes, demonstrating the attributes of a pass grade plus (as applicable) one or more of the following:</p>

	<ul style="list-style-type: none"> • evidence of learning that goes beyond replication of content knowledge or skills • demonstration of solid understanding of fundamental concepts in the field of study • demonstration of the ability to apply these concepts in a variety of contexts • use of convincing arguments with appropriate coherent and logical reasoning • clear communication of information and ideas in terms of the conventions of the discipline • regular application of appropriate skills, techniques and methods with high levels of precision and accuracy • many answers correct, some incorrect
Pass (P) 50-64%	<p>For performance that provides evidence of a satisfactory level attainment of the relevant subject learning outcomes, demonstrating (as applicable) one or more of the following:</p> <ul style="list-style-type: none"> • knowledge, understanding and application of fundamental concepts of the field of study • use of routine arguments with acceptable reasoning • adequate communication of information and ideas in terms of the conventions of the discipline • ability to apply appropriate skills, techniques and methods with satisfactory levels of precision and accuracy • a combination of correct and incorrect answers
Fail (F) <50%	For performance that does not provide sufficient evidence of attainment of the relevant subject learning outcomes.
Technical Fail (TF)	When minimum performance level requirements for at least one assessment item in the subject as a whole has not been met despite the student achieving at least a satisfactory level of attainment of the subject learning outcomes.

The UOW Grade Descriptors are general statements that communicate what our grades represent, in terms of standards of performance, and provide a frame of reference to ensure that assessment practice across the University is appropriate, consistent and fair. Grade Descriptors are expressed in general terms so that they are applicable to a broad range of disciplines.

Subject Materials

ELearning, Readings, References and Materials

Any readings/references are recommended only and are not intended to be an exhaustive list. Students are encouraged to use the library catalogue and databases to locate additional readings.

Kendall, K.E. and Kendall, J.E., "Systems Analysis and Design", 8th ed., 2014, Pearson.

Valacich J.S. and George J.F., "Modern Systems and Analysis and Design", 8th ed., 2017, Pearson.

Avison, D. E. and Fitzgerald, G., "Information Systems Development: Methodologies, Techniques and Tools", 4th ed., 2006, McGraw-Hill International (UK), London.

Beck, K., "Extreme Programming Explained", 2000, Addison-Wesley, Boston.

Bentley, C., "PRINCE2: A Practical Handbook", 2002, Butterworth-Heinemann, Oxford.

Cockburn, A., "Agile Software Development", 2001, Addison-Wesley Pub Co.

Crinnion, J., "Evolutionary Systems Development: a practical guide to the use of prototyping within a structured systems methodology", 1991, Pitman, London.

Davenport, T. H., "Process innovation: reengineering work through information technology", 1993, Harvard Business School Press, Mass Gelinas. Jr, U. J., Sutton, S. G. and Fedorowicz, J., Business Processes and Information Technology, 2004, Thomson South-Western, Mason, Ohio.

Jacobson, I, G. Booch, J. Rumbaugh, "The unified software development process", 1999, Reading, Mass. Addison-Wesley.

Jeffries, R., "Extreme Programming Installed", 2001, Pearson Education, London.

Martin, J., "Rapid application development", 1991, New York: Macmillan Pub. Co.; Toronto: Collier Macmillan Canada; New York: Maxwell Macmillan International.

Mumford, E., "Effective systems design and requirements analysis: the ETHICS approach", 1995, Basingstoke: Macmillan.

Stapleton, J., "DSDM Dynamic Systems Development Method, The Method in Practice", 1997, Addison-Wesley, Harlow, UK.

Vidgen, R., Avison, D. E., Wood, R., and Wood-Harper, A. T., "Developing Internet Applications", 2002, Butterworth-Heinemann, Oxford.

Warren, I., "The Renaissance of Legacy Systems: Method Support for Software-System Evaluation", 1999, Springer-Verlag, London.

Welti, N., "Successful SAP R/3 Implementation", 1999, Addison-Wesley, Harlow, UK.

Textbook(s)

Satzinger, J., Jackson, R. & Burd, S. (2016) *Systems Analysis And Design In A Changing World*. 7th Edition, Boston, Mass. Cengage Learning.

Assessment

Assessment Task Summary

No.	Assessment Name	Assessment Weight	Mapping to Subject Learning Outcome
1	2 practical assignments	10%	SLO1 - SLO4
2	Mid-session quiz	15%	SLO1 - SLO3
3	Group-based project	35%	SLO1 - SLO5

Assessment 1**Assessment
Name**

2 practical assignments

Weighting

10% (5% for each)

**Subject
Learning
Outcomes
Assessed**

SLO1, SLO2, SLO3, SLO4

**Individual
or Group
Assessment**

Individual

Due Date

Week 4 and Week 11

Assessment**Description and
Criteria**

Consistency and correctness with respect to the specification

**Length /
Duration**

30-45min

**Method of
Submission**

Electronic submission to Moodle

**Return of
assessed work**

Assessment results will be released on Moodle in about two weeks

Assessment 2**Assessment
Name**

Mid-session quiz

Weighting

15%

**Subject
Learning**

SLO1, SLO2, SLO3

**Individual
or Group**

Individual

Outcomes Assessed	Assessment
-------------------	------------

Due Date	Lecture time in Week 7
-----------------	------------------------

Assessment	
-------------------	--

Description and Criteria	Correctness of answers
---------------------------------	------------------------

Length / Duration	45min to 50min
--------------------------	----------------

Method of Submission	Submission of answer sheets
-----------------------------	-----------------------------

Return of assessed work	Marks will be released in about two to three weeks
--------------------------------	--

Assessment 3	
---------------------	--

Assessment Name	Group-based project
------------------------	---------------------

Weighting	35%
------------------	-----

Subject Learning Outcomes Assessed	SLO1, SLO2, SLO3, SLO4, SLO5	Individual or Group Assessment	Group
---	------------------------------	---------------------------------------	-------

Due Date	TBA
-----------------	-----

Assessment	
-------------------	--

Description and Criteria	Quality of the reports
---------------------------------	------------------------

Length / Duration	The deliveries include three parts: User evaluation report (10%), progress check interview (5%) and final project report (20%)
--------------------------	--

Method of Submission Reports are submitted via Moodle, the interview is conducted in the lab

Return of assessed work Marks and feedback will be released in about two weeks.

Assessment 4

Assessment Name Final exam

Weighting 40%

Subject Learning Outcomes Assessed SLO1, SLO2, SLO3, SLO4

Individual or Group Assessment Individual

Due Date TBA

Assessment Description and Criteria Correctness of answers

Length / Duration 3 hours

Method of Submission

Return of assessed work

Notes on Assessment

Lab exercises

This subject will have 2 practical assessments using computer-aided software engineering (CASE) tools (e.g., UMLet, MS Project). These exercises are to be conducted independently during your enrolled lab.

Mid-session quiz

The mid-session quiz will consist of short answer questions and will be conducted in the lecture in Week 7. This quiz tests your knowledge and understanding of the material presented in weeks 1 - 6.

Group assignment

In groups of 3-4 students you will need to analyse a business issue and develop a potential solution. This assessment is submitted over 3 stages. Assessment for the assignment is based on the argument(s) developed and sustained for your new system, the quality of the research used to support the system developed, the ability to interpret what you have researched and the fluency of your written report.

Final examination

The final examination tests your knowledge and understanding of all material presented.

All assignments are expected to be completed independently. Plagiarism may result in a FAIL grade being recorded for that assignment.

Method for Submission of Assessment Items

The submission of assignments is through Moodle.

Arrangement for acknowledging submission of written work

The softcopies submitted to Moodle will be confirmed by the eLearning system.

Procedure for the return of assessment items

Assignments normally are marked within two weeks, and marks are announced on SOLS.

Procedure for the retention of assessed work

The University may retain copies of student work in order to facilitate quality assurance of assessment processes, in support of the continuous improvement of assessment design, assessment marking and for the review of the subject. The University retains records of students' academic work in accordance with the University Records Management Policy and the State Records Act 1988 and uses these records in accordance with the University Privacy Policy and the Privacy and Personal Information Protection Act 1998.

Formative feedback given to student prior census date consists of the following

- Feedback from casual academics during the enrolled labs;
- Marks of the first assignment.

Assessment General

- Students must keep an electronic copy of all work/assignments handed in.
- Submission of assessment items via email will not be accepted.

Student contributions to tutorial and/or seminars

Requirements Related to Student Contributions

Group assignments are typically assessed as a group product, usually with the same mark allocated to each group member. However, the subject co-ordinator reserves the right to allocate individual marks for students for an assessment task when necessary (for example, in cases where contributions of group members have been unequal).

Marks in this subject are not routinely scaled

Marks awarded for any assessment task (including examinations) may be subject to scaling at the end of the session by the School Assessment Committee (SAC) and/or the Faculty Assessment Committee (FAC). Marks may be scaled in accordance with University policy. Scaling will not affect any individual student's rank order within their cohort. For more information refer to Standards for Finalisation of Student

Results: <http://www.uow.edu.au/about/policy/UOW039331.html>

Assessment task is set up to be checked by Turnitin

- Some submissions may be set up to be checked by Turnitin, a tool for checking if it has unreferenced content.
- You can submit your assessment task to Turnitin prior to the due date and Turnitin will give you an originality report. You can then make any changes that may be required and re-submit your final version by the due date.

Assessment Quality Cycle

The University of Wollongong is committed to the quality assurance and quality enhancement of assessment. The University will meet its legislative and regulatory obligations, to ensure consistent and appropriate assessment through course management and coordination, including assessment quality assurance procedures. An Assessment Quality Cycle is used to describe quality assurance at the points of assessment design, assessment delivery, the declaration of marks and grades, and review and improvement activities.

Referencing System

The type of referencing system to be used for written work is as follows: The Author-Date (Harvard) referencing system, i.e., the University's default referencing system to be used in the absence of a documented faculty/school preferred referencing style.

Please consult the UOW Library website for further information: <http://uow.libguides.com/refcite>

Internet Resources

Use of internet resources is permitted as far as the IP and privacy rules and other relevant policies are followed.

Technical Fail

Minimum Performance Requirements

To be eligible for a Pass in this subject a student must achieve a mark of at least 40% in the Final Examination. Students who fail to achieve this minimum mark & would have otherwise passed may be given a TF (Technical Fail) for this subject.

All assessment tasks must be submitted. Students who do not meet the minimum performance requirements, as specified for each assessment, will receive a TF (Technical Fail) grade for this subject, which will appear on your Academic Transcript.

Supplementary Exams

1. A student whose overall performance results in a TF will only be granted a supplementary assessment task (e.g. a supplementary exam or a supplementary assignment) if approved by the school assessment committee.
2. A student who achieves a mark of 48-49% will normally be eligible for a grade of WS and a supplementary exam organised by the University. In this case, the maximum grade attainable is PS (Pass Supplementary) and a mark of 50%.
3. A student who has successfully applied for academic consideration will receive either:
 - a. A WD - Withheld Deferred Exam - and be allowed to sit only a supplementary exam, which will be supervised by the University or
 - b. A WH – Withheld – and be allowed to sit a supplementary exam not supervised by the University or complete some other supplementary task
4. If a student is being investigated for misconduct and the investigation cannot be completed before the grades are released the student will receive a grade of WH until a mark is declared.
5. Calculators will not be allowed in the final exam.

Penalties for late submission of assessment items

Assessed work must be handed in by the date and time given.

- Penalties apply to all late assessments, except if student academic consideration has been granted. A new submission date may be given if Student Academic Consideration has been granted, however the late penalties below apply if not received by the new date.
- Late assignment submissions will attract a penalty of 25% of the total assessment mark for that task per day or part thereof, including weekends. Thus, late submissions are counted in full day increments (i.e. 1 minute late counts as a 1 day late submission).
- Submissions received 4 days after the due date will receive no marks.
- If an assessment is submitted late, it will be marked in the normal way, and a penalty will then be applied.
- Submissions received 15 days after the due date will receive no feedback. However, lecturers may choose to provide feedback at their discretion.

For example: A report is worth 20% of the total mark for the subject. A student submits the report 3 days late (the assessment is due Friday, but the student submits the report on Monday after the submission date). Late submissions are penalised 25% each day late. As a result of the late submission the student will be penalised by 75% of the mark that the student received for that assessment. The report was marked as 80%. Applying the penalty will finalise the mark at 80% * (1-75%) * 20 = 4 marks.

Extensions

Extensions of time to submit material for assessment can only be requested in advance of the due date for an assessment activity through the Academic Consideration process on SOLS. For more information please refer to the Student Academic Consideration Policy at: <http://www.uow.edu.au/about/policy/UOW058721.html>

Reasonable Adjustment

If you have a disability or a medical condition which may disadvantage you in your assessment tasks, you can apply to have the conditions of your exams adjusted to take your disability or condition into account. In particular students cannot assume that a reasonable adjustment document automatically gives a right to a deferred or supplementary exam. Students with a disability may be entitled to reasonable adjustment to assessment. A reasonable adjustment document obtained through Disability Services is a recommendation that needs to be discussed and ratified by subject coordinators. Normal subject assessment requirements can only be adjusted with the explicit written permission of the subject coordinator.

Workshop/Lab Closure Policy

If for any reason, the number of students in a workshop or lab falls below a sustainable enrolment level, as determined by the Head of School, workshops/labs offered for that subject may be collapsed or deleted.

You will have to attend the new workshops/lab if this closure affects the one you are attending.

We will endeavour to make this decision no later than Week 4 of session.

Exams

Exams will be run in accordance with UOW Exam rules, please refer to changes to exams and grades at:

<http://www.uow.edu.au/student/exams/UOW115867.html>

Supplementary Assessment

In most circumstances the School does not offer a supplementary & deferred exam to a student who has sat a scheduled exam.

Supplementary & Deferred Exams will be dealt with in accordance with student academic consideration policy

(<http://www.uow.edu.au/about/policy/UOW060110.html>) 9.2 Timing of Supplementary Exams.

Supplementary assessment may be offered to students whose performance in this subject is close to that required to pass the subject, and are otherwise identified as meriting an offer of a supplementary assessment. The Subject Coordinator will determine the precise form of supplementary assessment at the time the offer of a supplementary is made. In some circumstances you may be offered a supplementary exam. For more information about Supplementary Exams refer to:

<http://www.uow.edu.au/student/exams/aboutsupp/index.html>

Student Academic Consideration Policy

The School recognises that it has a responsibility to ensure equity and consistency across its subjects for all students. Sometimes, in exceptional circumstances, students need to apply for student academic consideration in order to complete all assessable work.

If you believe that your submission of, performance in or attendance at an assessment activity, including an examination, has been affected on compassionate grounds, by illness or by other serious extenuating circumstances beyond your control, you can apply for academic consideration in Student OnLine Services (SOLS). Do not assume that an application for academic consideration will be automatically granted. For more information please refer to the Student Academic Consideration Policy at: <http://www.uow.edu.au/about/policy/UOW058721.html>

In some circumstances you may be offered a deferred exam. For more information about Deferred and Supplementary Exams refer to: <http://www.uow.edu.au/student/exams/aboutsupp/index.html>

Academic Integrity Policy

The University's policy on acknowledgement practice and plagiarism provides detailed information about how to acknowledge the work of others: <http://www.uow.edu.au/about/policy/UOW058648.html>

The University's Academic Integrity Policy, Faculty Handbooks and subject guides clearly set out the University's expectation that students submit only their own original work for assessment and avoid plagiarising the work of others or cheating. Re-using any of your own work (either in part or in full) which you have submitted previously for assessment is not permitted without appropriate acknowledgement or without the explicit permission of the Subject Coordinator. Plagiarism can be detected and has led to students being expelled from the University.

The use by students of any website that provides access to essays or other assessment items (sometimes marketed as 'resources'), is extremely unwise. Students who provide an assessment item (or provide access to an assessment item) to others, either directly or indirectly (for example by uploading an assessment item to a website) are considered by the University to be intentionally or recklessly helping other students to cheat. Uploading an assessment task, subject outline or other course materials without express permission of the university is considered academic misconduct and students place themselves at risk of being expelled from the University.

When you submit an assessment task, you are declaring the following

1. It is your own work and you did not collaborate with or copy from others.
2. You have read and understand your responsibilities under the University of Wollongong's Academic Integrity Policy on plagiarism.
3. You have not plagiarised from published work (including the internet). Where you have used the work from others, you have referenced it in the text and provided a reference list at the end to the assignment.

Students must remember that:

- Plagiarism will not be tolerated.
- Students are responsible for submitting original work for assessment, without plagiarising or cheating, abiding by the University's Academic Integrity Policy as set out in the University Handbook, the University's online Policy Directory and in Faculty handbooks and subject guides.

Student Academic Complaints Policy (Coursework or Higher Degree Research)

In accordance with the Coursework Student Academic Complaints Policy, a student may request an explanation of a mark for an assessment task or a final grade for a subject consistent with the student's right to appropriate and useful feedback on their performance in an assessment task. Refer to the Coursework Student Academic Complaints Policy for further information <http://www.uow.edu.au/about/policy/UOW058653.html>

Any student who has a complaint over a result should obtain a Faculty of Engineering and Information Sciences Coursework Student Academic Review/Complaint form (<http://www.uow.edu.au/student/complaints/UOW008298.html>) from the EIS Central. The student should firstly take the form to the marker/lecturer to discuss the matter and, if the student is still not satisfied, s/he should take the next step as outlined on the form.

Once the complaint has been considered by the Faculty, if the student still feels the situation has not been fully resolved s/he may refer the matter to the Student Ombudsman.

Relevant University Policies, procedures and students services

The University of Wollongong has a number of policies and guidelines that govern student and course management that students need to be aware of, a summary of these is available at <https://www.uow.edu.au/engineering-information-sciences/current-students/> and click 'Subject Outline Policies and Guidelines'

Library Services

To save yourself time and enhance your studies: connect with information specialists and resources anytime, anywhere via Ask Us: <http://www.library.uow.edu.au/ask/UOW026599.html> or *Google* "UOW library ask us"

Online – Ask a Librarian	Ask questions and receive a response within 1 business day
In person – Book a Librarian	30-minute appointment with an Librarian
Research Consultation Service	1 hour appointment with an information specialist. Available to UOW academics, HDRs, Postgraduate Coursework, Honours and Masters students.
By phone	+61 2 4221 3548

The Main Library (Building 16) and Education Curriculum Resources Centre (Building 22) are located at the Wollongong Campus. UOW Libraries at other locations are listed on the Library website.

This outline should be read in conjunction with the following:

Teaching and Assessment: Code of Practice - Teaching

This Code is a key document in implementing the University's Teaching and Assessment Policy and sets out the specific responsibilities of parties affected in relation to learning, teaching and assessment, as well as procedures for teaching staff. The Code can be found at: <http://www.uow.edu.au/about/policy/UOW058666.html>

Teaching and Assessment: Assessment and Feedback Policy

The purpose of this Policy is to set out the University of Wollongong's approach to effective learning, teaching and assessment, including the principles and minimum standards underlying teaching and assessment practice. The Policy can be found at: <http://www.uow.edu.au/about/policy/alphalisting/UOW222905.html>

Teaching and Assessment: Subject Delivery Policy

This Policy sets out specific requirements in relation to the delivery of Subjects. The policy can be found at: <http://www.uow.edu.au/about/policy/alphalisting/UOW222906.html>

Key Dates: <http://www.uow.edu.au/student/dates/index.html>

Course Progress Policy

The Course Progress Policy establishes the requirements, definitions and procedures to be used in determining the standards of acceptable course progress; the definitions of the roles and responsibilities of UOW staff and students with regard to course progress; and the descriptions of the resources and choices available to assist students at risk of not achieving course progress standards. The Policy can be found at: <http://www.uow.edu.au/about/policy/UOW058679.html>

Coursework Student Academic Complaints Policy

UOW aims to provide a transparent and consistent process for resolving student academic grievances. Further information is available at: <http://www.uow.edu.au/about/policy/UOW058653.html>

Workplace Health & Safety Policy

The Workplace Health and Safety (WHS) unit at UOW aims to provide structures, system and support to ensure the health, safety and welfare of all at the campus. Further information is available from: <http://staff.uow.edu.au/ohs/>

Human Research Ethics Guidelines

The Human Research Ethics Committee protects the welfare and rights of the participants in research activities. Further information can be found here: <http://www.uow.edu.au/research/ethics/human/index.html>

Faculty of Engineering & Information Sciences - Student Central

EIS Student Central is your first point of contact for a wide range of enquiries;

Location: Building 4.G14

Telephone: +61 2 4221 3491

Email: eis@uow.edu.au

Student Support Adviser (SSA)

If you have a temporary or ongoing issue or a problem that is affecting your study, including issues that are related to belonging to an equity group, then the Student Support Advisers may be able to help. There are Student Support Advisers available to assist students who are studying at all UOW Campuses and in all UOW Faculties. Contact details can be found on the UOW website: <https://www.uow.edu.au/student/services/SSA/contact>

Information Technology Services and Policies: <http://www.uow.edu.au/its/accounts/index.html>

Academic Integrity and Plagiarism Policy

The University's policy on acknowledgement practice and plagiarism provides detailed information about how to acknowledge the work of others: <http://www.uow.edu.au/about/policy/UOW058648.html>

Student Academic Consideration Policy

The purpose of the Student Academic Consideration Policy is to enable student requests for academic consideration for specific assessment tasks, examinations, academic progress or attendance requirements in a subject relevant to their course to be evaluated in a fair, reasonable, timely and consistent manner throughout the University. This Policy sets out clear and defined requirements allowing for transparency, ease of interpretation and implementation. Consistency in criteria, procedures, and outcomes in the processing of applications for academic consideration for all forms of assessment are requirements of this Policy. The Policy can be found at:

<http://www.uow.edu.au/about/policy/UOW058721.html>

Student Conduct Rules

In line with UOW's commitment to academic integrity, new rules related to student conduct have been in effect since 1 January 2008. Relevant information may be found at: <http://www.uow.edu.au/about/policy/UOW058723.html>

Code of Practice – Research

This Code mandates the current policy and best practice relating to procedures for responsible research. The Code can be found at: <http://www.uow.edu.au/about/policy/UOW058663.html>

The Code of Practice – Student Professional Experience

The Code of Practice – Student Professional Experience sets out what is expected from students, the University and Host Organisations in providing student professional experience programs. It applies to student professional experience programs that form the whole or part of a subject or course offered at the University. The code assists in promoting a productive learning experience for students. Current policies and practices relating to the workplace experience and other practical training requirements can be found at: <http://www.uow.edu.au/about/policy/UOW058662.html>

Code of Practice – Honours

This Code sets out the responsibilities of all parties involved in managing students undertaking Honours Programs. The Code can be found at: <http://www.uow.edu.au/about/policy/UOW058661.html>

IP Student Assignment of Intellectual Property Policy

This policy applies to all Students (under-graduate and post-graduate) of the University of Wollongong (UOW). It may also apply to other persons by agreement. This policy sets out the approach taken by UOW in relation to Student assignment of intellectual property. Further information about this policy can be found here: <http://www.uow.edu.au/about/policy/UOW058690.html>

Research Misconduct Policy: <http://www.uow.edu.au/about/policy/UOW058715.html>

Inclusive Language Guidelines

UOW endorses a policy of non-discriminatory language practice in all academic and administrative activities of the University. Further information is available from: <http://www.uow.edu.au/about/policy/alphalisting/UOW140611.html>

Ownership of Work & Intellectual Property Policy: <https://documents.uow.edu.au/about/policy/uow058680.html>

Complete Start Smart: <https://www.uow.edu.au/student/get-started/how-uni-works/tools-for-success/start-smart/>

Copyright Policy

The purpose of this Policy is to outline responsibilities and procedures regarding the use of third party copyright material, with the objectives of reducing staff and UOW exposure to the risks associated with the use of third party copyright material, assisting staff to make full legal use of the materials at their disposal by clearly identifying responsibilities and promoting copyright compliance. The Policy can be found at: <http://www.uow.edu.au/about/policy/alphalisting/UOW026670.html>

Subject Outlines: <https://ssl.informatics.uow.edu.au/subjectoutlines/Current/>

